

**AMENDMENTS TO CLAIMS:**

Please amend the claims as follows:

1. (Currently Amended) A solutions-based computer system manufacturing process comprising:  
~~responsive to a customer order or plan,~~ assembling distinct computer and storage system components for creation of a given solution-based product, wherein the assembling is performed by a manufacturer as a function of the customer order or plan;  
assigning a solution identifier to the solution-based product, wherein the solution identifier includes a solution type and a unique identifier within the solution type, and wherein there is only one solution identifier assigned to the solution based product, wherein the customer may possess multiple solution identifiers to reflect multiple solution-based products, and wherein the assigning is performed by the manufacturer;  
storing the solution identifier in a table, wherein the storing is performed by the manufacturer; and  
providing the solution-based product to a customer, wherein the providing is performed after the solution identifier is assigned, and wherein the providing is performed by the manufacturer;  
subsequent to the providing the solution-based product to the customer, receiving a request for on-line support from the customer, wherein the request includes the solution identifier, and wherein the receiving is performed by the manufacturer; and  
using the solution identifier to assist provide on-line support of the solution-based product to the customer, wherein the using and the providing are performed by the manufacturer.
2. (Original) The computer system solutions-based manufacturing process of claim 1, wherein the solution-based product includes solution-based storage products.
3. (Previously Presented) The computer system solutions-based manufacturing process of claim 1, wherein the solution-based product includes at least one of a storage area network (SAN), network attached storage (NAS), storage domain management (SDM) product, storage virtualization product, server cluster, and e-commerce configuration product.

4. (Original) The computer system solutions-based manufacturing process of claim 3, wherein the solutions-based products include at least one of storage area networks (SANs), network attached storage (NAS), server clusters, and e-commerce configurations, the solutions-based products further including at least one of multiple servers, storage systems, software components, and networking interconnects.
5. (Original) The computer system solutions-based manufacturing process of claim 1, wherein the solution-based products includes at least one component forming an integral part of a larger solution with complex interdependencies.
6. (Original) The computer system solutions-based manufacturing process of claim 1, wherein assigning the solution identifier further includes associating service tags of the components of a respective system solution with the solution identifier.
7. (Original) The computer system solutions-based manufacturing process of claim 6, further including storing the associated service tags in a table and indexing the table according to the solution identifier.

8. (Currently Amended) A method of implementing solutions-based system support comprising:
- providing an entry form for entering solution objects and service tags of components of a respective solutions-based system, wherein the providing is performed by a manufacturer;
  - responsive to a completion of the entering of solution objects and service tags, generating a solution identifier, wherein the solution identifier is suitable for use in connection with obtaining custom support services as a function of the solution identifier including dynamically generated web pages defining types of services, wherein the generating is performed by the manufacturer; and
  - linking the solution identifier to a configuration of systems and software, and wherein the configuration being is updated to reflect a customer's changing installed solution, wherein there is only one solution identifier assigned to the configuration, and wherein the solution identifier is used to assist provide on-line support of the solutions-based system, and whereby wherein the customer may possess multiple such identifiers to reflect multiple installed solutions for providing users of the identifier customized data based upon the identifier and about specific offerings and entitlements available to the customer, and wherein the linking is performed by the manufacturer;
  - providing the solutions-based system to the customer, wherein the providing is performed after the solution identifier is linked to the configuration of systems and software; and
  - subsequent to the providing the solutions-based system to the customer, receiving a request for on-line support from the customer, wherein the request includes the solution identifier, and wherein the receiving is performed by the manufacturer.
9. (Previously Presented) The method of claim 8, wherein providing an entry form includes providing an on-line web form implementation of the entry form hosted by a web server.
10. (Original) The method of claim 8, wherein the components of a solutions-based system include at least one of hardware, software, documentation, and service components.
11. (Original) The method of claim 8, wherein the components of the solutions-based system include complex interdependencies between select ones of the components.

12. (Previously Presented) The method of claim 8, further comprising:
  - providing an entry form for entering at least one of solution objects and service tags of additional components of a respective solutions-based system post issuance of the solution identifier; and
  - responsive to a completion of the entering of the at least one of solution objects and service tags of the additional components, updating associations of the solution objects and service tags of the additional components with the solution identifier, wherein the updated solution identifier associations facilitate obtaining of custom support services for the additional components as a function of the solution identifier.
13. (Previously Presented) The method of claim 8, wherein the solution identifier is generated as part of a factory integration effort, further wherein multiple systems and software components are linked into a defined solution, along with services in support of the solution.

14. (Previously Presented) The method of claim 8, wherein the at least one of solution objects and service tags of components of a respective solutions-based system includes at least one of:
- at least one server, including at least one of each model and associated service tags, operating system (O/S), basic input output system (BIOS), peripherals and respective software drivers of a respective at least one server;
  - at least one storage component, including at least one of each model and associated service tags, firmware, programmable read only memory revision (PROM rev.) of a respective at least one storage component;
  - at least one software component, including at least one of clustering software, backup software, storage consolidation software, storage management and configuration software, factory installed applications, and on-site installation of software applications;
  - at least one service offering, including at least one of a standard, 7x24x7, availability guarantee, "Gold", and "Platinum" service offering;
  - at least one on-site installation choice; and
  - at least one link to an entitlement statement of work, product documentation, software update, and technical bulletin as they relate to the solution and the solution's components.
15. (Currently Amended) A method of implementing solutions-based system support comprising:
- inputting a solution identifier particular for a solution-based system;
  - responsive to the input of the solution identifier, outputting custom web support services as a function of the solution identifier, wherein the outputting is performed by the manufacturer; and
  - linking the solution identifier to a configuration of systems and software, ~~and~~ the configuration being updated to reflect a customer's changing installed solution, ~~whereby~~ wherein the customer may possess multiple such identifiers to reflect multiple installed solutions for providing users of the identifier customized data based upon the identifier and about specific offerings and entitlements available to the customers, and wherein the linking is performed by the manufacturer.

16. (Original) The method of claim 15, wherein outputting the custom web support services includes dynamically generating web pages particular to the specific solution-based system.
17. (Previously Presented) The method of claim 16, further wherein dynamically generating the web pages includes constructing respective web pages using information obtained from at least one of a documentation system, a file library system, and a knowledge base system, as a function of the solution identifier.
18. (Previously Presented) The method of claim 17, further wherein each of the documentation system, the file library system, and the knowledge base system includes at least one of a server system, storage system, management system, and corresponding software for a respective documentation, file library, and knowledge base system.
19. (Original) The method of claim 16, further wherein the dynamically generated web pages are a function of the type of support service being requested, including at least one selected from sales, on-line support, on-line documentation, phone-based technical support, on site service, update, upgrade, entitlement, and training.
20. (Original) The method of claim 19, wherein the support service includes a software update specific to a cluster configuration.
21. (Original) The method of claim 19, wherein the update service includes a firmware update to a component of the solutions-based system, the method further comprising identifying service tags of other systems within the solutions-based system having a need for firmware upgrades as a function of the firmware update to the component.
22. (Previously Presented) The method of claim 15, further comprising determining a scope of work and any products required for use in an upgrading of the solutions-based product as a function of the solution identifier.

23. (Currently Amended) A computer system comprising:
- at least one processor;
  - at least one storage accessible by said processor, said storage including program code processible by said processor for implementing a solutions-based computer system manufacturing process, the manufacturing process including assembling computer system components for creation of a given solution-based product as a function of at least one of a customer order and a customer plan, and assigning a solution identifier to the solution-based product, wherein the solution identifier includes a solution type and a unique identifier within the solution type; and
  - the solution identifier being linked to a configuration of systems and software, ~~and~~ the configuration being updated to reflect a customer's changing installed solution, wherein there is only one solution identifier assigned to the configuration, and wherein the solution identifier is used by a manufacturer to assist provide on-line support of the solution-based product to the customer, and whereby wherein the customer may possess multiple such identifiers to reflect multiple installed solutions for providing users of the identifier customized data based upon the identifier and about specific offerings and entitlements available to the customer, and wherein the solution identifier is provided by the customer to the manufacturer in a request for on-line support.
24. (Original) The computer system of claim 23, wherein the solution-based product includes at least one component forming an integral part of a larger solution with complex interdependencies.
25. (Original) The computer system of claim 23, wherein the solution-based product includes at least one selected from the group consisting of storage area network (SAN), network attached storage (NAS), storage domain management (SDM) product, server cluster, and e-commerce configuration product.
26. (Previously Presented) The computer system of claim 25, wherein the solutions-based products further include at least one of multiple servers, storage systems, software components, and networking interconnects.

27. (Original) The computer system of claim 23, wherein assigning the solution identifier further includes associating service tags of the components of a respective system solution with the solution identifier.
28. (Previously Presented) The computer system of claim 27, further wherein:  
said at least one storage is further for storing a table of associated service tags, the table being indexed according to the solution identifier.
29. (Currently Amended) A computer system comprising:  
a processor;  
a storage, said storage including software processible by said processor for implementing solutions-based system support including a) providing an entry form for entering at least one of solution objects and service tags of components of a respective solutions-based system, and b) responsive to a completion of the entering of solution objects and service tags, generating a solution identifier, the solution identifier suitable for use in connection with obtaining custom support services as a function of the solution identifier; and  
the solution identifier being linked to a configuration of systems and software, ~~and~~ the configuration being updated to reflect a customer's changing installed solution, wherein there is only one solution identifier assigned to the configuration, and wherein the solution identifier is used by a manufacturer to assist provide on-line support of the solutions-based system to the customer, and—whereby wherein the customer may possess multiple such identifiers to reflect multiple installed solutions for providing users of the identifier customized data based upon the identifier and about specific offerings and entitlements available to the customer, and wherein the solution identifier is provided by the customer to the manufacturer in a request for on-line support.



## 30. (Currently Amended) A computer system comprising:

a processor;

a storage, said storage including software processible by said processor for implementing solutions-based system support including a) inputting a solution identifier particular for a solution-based system, and b) responsive to the input of the solution identifier, outputting custom support services as a function of the solution identifier; and

the solution identifier being linked to a configuration of systems and software, and the configuration being updated to reflect a customer's changing installed solution, wherein there is only one solution identifier assigned to the configuration, and wherein the solution identifier is used by a manufacturer to assist provide on-line support of the solutions-based system to the customer, and ~~whereby~~ wherein the customer may possess multiple such identifiers to reflect multiple installed solutions for providing users of the identifier customized data based upon the identifier and about specific offerings and entitlements available to the customer, and wherein the solution identifier is provided by the customer to the manufacturer in a request for on-line support.